



JOINT BASE WATER UPDATE Joint

Information Center

(808) 471-5013

www.navy.mil/jointbasewater

[5/12/2022]

00:00:01:05 - 00:00:35:18

CDR Aleah McHenry

Hello everyone, and welcome to the weekly Water Update date for today, May 12th. I'm Commander Aleah McHenry Deputy Chief of Staff of Navy Region, Hawaii. one of the support measures that we have put in place to assist housing residents during the water crisis was the emergency family assistance center, or EFAC, that was located in the military family support center. The EFAC has been a one stop shopping center where residents can reach clinicians chaplains, legal services, personal financial management and housing office representatives.

00:00:35:18 - 00:01:06:28

CDR Aleah McHenry

Following the Department of Health's Amended Health Advisory in March of this year. And as residents have returned home and settled their claims... there has been a reduction in claims, excuse me, demand for services. As such, EFAC operations will conclude as a close of business tomorrow, Friday, May 13th. The EFAC call center will also be deactivated. That number is 8665256676.

00:01:07:12 - 00:01:34:26

CDR Aleah McHenry

Will... take its place will be the military family support center number. So this does not mean that the support that we previously offered will go away completely for continued assistance with the Water Crisis. You can contact the military family support center at 8084741999. During normal business hours which are Monday through Friday from 0700-1600.

00:01:34:26 - 00:02:12:08

CDR Aleah McHenry

Today for our update we will be answering questions that come from you through email and social media. They'll cover a variety of topics meant to provide you with as much information as possible. Before we get to those questions, let's look at our map. So the last health advisory was amended on March 18 when the Hawaii Department of Health declared the water safe for all uses in the last few zones. Um, as you see our those listed here we continue testing and monitoring the water as part of a long term monitoring program.



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00:02:12:23 - 00:02:37:23

CDR Aleah McHenry

And those results can be found at jbphh-safewaters.org. On that page you're also able to click on the zone that you live in and see what results are there for those areas. So as I said before, we're going to discuss some questions and answers that have been submitted to us. I will be reading answers provided by subject matter experts.

00:02:38:25 - 00:03:14:02

CDR Aleah McHenry

So first question, Veronica has a question about the safe water site and she asks, why has i1 in the area updated with long term testing results on the safe water site? As of May 6th, summaries and laboratory results are posted on the Safe Water website in four zones for month one of long term monitoring. These zones are.... zone B1, Camp Smith Zone G1, Ala Moana military reservation Zone H3, and Red Hill Housing Zone i1.

00:03:14:02 - 00:03:42:27

CDR Aleah McHenry

These are the zones for which sampling has been completed, validated review by the Hawaii Department of Health and summarized by the Navy The remaining 15 zones have been tested and validated and are awaiting summarization by the Navy and final review by the Department of Health. Over the next few weeks, we will post those summaries and sampling results on each zones page as soon as they have completed the review process.

00:03:43:17 - 00:04:15:24

CDR Aleah McHenry

As a reminder, the safe waters website is jbphh-safewater.org. Our second question, Michelle has a question about TLA payments. Question. Hi, we still haven't received our last installment of TLA. Where is the best place to get support on this? So military TLA claims are being processed as soon as they are received and generally within 30 days and posted on a members' LES within one to two pay periods.



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00:04:17:04 - 00:04:39:18

CDR Aleah McHenry

If you have concerns, please reach out to your command. CPPA first for Navy personnel to verify the claim was submitted and where it was in process or where it is in process. If there are additional questions regarding processes, processing of Navy TLA claims, including members that are deployed or TDY, you can call 24 hours a day, seven days a week.

00:04:39:26 - 00:05:21:00

CDR Aleah McHenry

The number is 8333306622 again 8333306622. Or you can call PSD TLA support line at 8084712314 or 2330. And again, there is also an email site that you can use if... you don't want to call and that is w_prlh_psd-emergency-water-tla@navy.mil. And this is something that we can provide on our website as well.

00:05:21:28 - 00:05:51:18

CDR Aleah McHenry

Guidance for all of our other service components. Air Force, Marine Corps and Coast Guard can be found on the Water Resources Web page or by reaching out to the Individual Service Finance Center or their personnel support detachment. So Meghan would like additional information to address concerns over the quality of the water. She asks, What are you doing about the numerous complaints of sheen on water still and the health reactions?

00:05:52:26 - 00:06:35:02

CDR Aleah McHenry

The Joint Base Water Response teams are still available to respond to concerns such as the presence of a sheen in the water. If you are still experiencing sheen on your water, please contact the emergency operations center the phone numbers are 804491979 or 8084483263, 4482557, 4482570 or 4482583. They will discuss the nature of the issue you are experiencing and if needed, will come to your home, evaluate the state of your water and test or reflush the water system.



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00:06:36:05 - 00:07:10:20

CDR Aleah McHenry

With respect to health concerns. Anyone who is experiencing any symptoms or have medical concerns should always contact their primary care physician. For those receiving care through the Department of Defense, use the appointment line or secure messaging on MHS Genesis Patient Portal or use the TRICARE Nurse Advice line that is available 24 hours a day, seven days a week. If you are experiencing a medical emergency, then you're advised to go to the Tripler Army Medical Center or the nearest emergency room, or call 911.

00:07:11:20 - 00:07:36:22

CDR Aleah McHenry

Early on in the response to the contamination of the joint base water system, the Department of Defense set up an incident registry for all affected D.O.D. personnel, including families. The Navy continues to update this registry and respond to the health concerns of our service members, civilians and their dependents. So now Crystal has a question concerning previous test results.

00:07:37:20 - 00:08:06:07

CDR Aleah McHenry

Her question, "I'm still waiting on the results from my home taken on the 2nd of December of 2021, I was given contact information on who to contact for the results, and no one knows who I need to talk to so I can see these results. I want the results for my home." In the weeks following notification of the incident, the Navy... excuse me, conducted immediate drinking water sampling in a variety of locations.



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00:08:06:18 - 00:08:49:06

CDR Aleah McHenry

These samples provided the Navy insight on the extent of a potential contamination in the system. This data was crucial for planners in developing the flushing and sampling efforts that were agreed upon by the interagency drinking team, which was composed of the Hawaii Department of Health, the Environmental Protection Agency, and the impacted branches of the Armed Services. These results were previously available on the Joint Base Water Update website, but has been moved to jbphh-safewaters.org web page for ease of reference, to find the results of this testing, go to that the Safe Waters website and select the zone where you live

00:08:49:26 - 00:09:12:05

CDR Aleah McHenry

The first entry in the right column will read immediate drinking water sampling plan and results. At the end of that paragraph you will find a link entitled "jbphhimmediatedrinkingwatersamplingplanandresults," click on that link and you will be taken to a 38 page document showing the results of the first round of all testing.

00:09:13:02 - 00:09:39:08

CDR Aleah McHenry

This document outlines the sampling plan for the initial round of testing, provides a data legend and outlines the findings more specific or excuse me, location specific information is included under the total organic carbon screening data section. So here test results and results are broken down by sampling ID, which is typically a building name or a street address.

00:09:41:19 - 00:09:51:06

CDR Aleah McHenry

So the type of information available on the Safe Water's web page can be found in this graphic, which is also posted on the joint base Facebook page.



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00:09:55:11 - 00:10:33:28

CDR Aleah McHenry

Christie has a question about de-fueling Red Hill., "Is there a timeline for this shutdown of Red Hill or its de-fueling?" The Navy is on course to comply with Secretary of Defense Austin's order to de-fuel and permanently close the Red Hill bulk fuel storage facility. We are working in close collaboration with our interagency partners, which include the EPA, Department of Health, US, Indo-Pacific Command and Defense Logistics Agency to develop and execute a responsible and environmentally safe process to de-fuel and permanently shut down the facility.

0:10:35:07 - 00:10:58:08

CDR Aleah McHenry

As you may know, the Department of Health issued an emergency order on May 6th that calls upon the Navy to lay out the process to de-fuel and permanently close the Red Hill facility. Both the DoH and the Navy agree that de-fueling and closure must be carried out in a way that is protective of safety, human health and the environment.

00:10:59:12 - 00:11:30:09

CDR Aleah McHenry

We will ensure the de-fueling and closure of the facility is done as quickly as possible, consistent with maximum safety procedures. Safety is our number one priority, and executing this guidance. That was your water update for today. We'll see you next Thursday. At the same time, we're monitoring your questions on Facebook and you can also email questions to cnrhpao@gmail.com.

00:11:31:04 - 00:11:55:01

CDR Aleah McHenry

Don't forget our water website, which is navy.mil/jointbasewater. And check out the latest water data at jbphh-safewaters.org. You can also check out all the good stuff that's happening around our community at greatlifeohawaii.com/wegotyou. Thank you for being our community and Ohana.



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00:11:55:15 - 00:11:59:21

CDR Aleah McHenry

Please stay safe. Take care of yourselves and one another until next time. Thank you.